

# County Sports & Schoolwear

## Returns Policy for Ashley School Uniform

### Returns, Replacements, Refunds

County Sports & Schoolwear is happy to exchange or refund the cost of your item within 30 days of purchase, providing goods are returned in a re-saleable condition with all tags, bags, hangers and labels affixed, and are not within our exclusion policy\* (see below). This policy does not affect your legal rights. Please also see the paragraph on "Faulty Goods" below.

We recommend that customers use the product sizing measurements provided to minimise the possibility of ordering the wrong size. Items must be returned by post or courier at your own expense.

- If a replacement item is required then please send us an email [info@countyschoolwear.co.uk](mailto:info@countyschoolwear.co.uk). Please include your order number and details of the required replacement. Your item will be despatched free of charge within 1 - 2 working days. Included will be an addressed label and a mailing bag, in which to return the original item. Please note that the customer is responsible for the cost of returning the original item by post or courier.
- If a refund only is required then please return the item to County Sports & Schoolwear, and upon receipt we will arrange for the refund to be made within 7 days. Please send us an email confirming your intention to return the item for refund, and also include a note of the order number and sender's details with the returned item. Please note that the customer is responsible for the cost of returning the original item by post or courier.

### Our returns address:

County Sports & Schoolwear (Returns)  
19 Belbroughton Road, Norton  
Stourbridge, West Midlands  
DY8 3BE

### Our contact details:

Telephone: 01384 352340  
Email: [info@countyschoolwear.co.uk](mailto:info@countyschoolwear.co.uk)

### \*Returns Exclusion Policy

For reasons of health and hygiene we are unable to exchange or refund the following products: tights, hosiery and swim wear unless the hygiene strips and tags are still in place and packaging remains unopened and undamaged or unless faulty.

### Faulty Goods

If any goods are found to be faulty within a reasonable time after delivery, you are entitled to a full refund, repair or replacement.

If there is ever any problem with any of our products then please contact us to discuss the matter, we will always do our utmost to resolve any issues.